

## ICM MEETING

An Intensive Case Management (ICM) meeting will be required for all work eligible participants with two or more sanctions.

***Policy Reminder:*** If the participant has not previously been required to complete an Intensive Case Management meeting, they are required to complete an ICM within 30 days of eligibility. The 30-day count begins the first day the client is eligible for benefits. If the participant had previously been required to complete an ICM and had failed to do so, they are required to complete an ICM prior to being found eligible.

Example 1: Client applies on 4/5/08 and is referred to WoRC. SEPA indicates the client is required to complete an ICM within 30 days. Client does not go to WoRC until 4/15/08 and does not have good cause. The OPA would change the start date on SEPA to be 4/15/08. Client would have until 5/15/08 to complete the ICM or face case closure effective 5/31/08.

Example 2: Client applies on 4/28/08 and requests that benefits start 5/1/08. The 30 days count begins 5/1/08. The ICM must be completed by 5/31/08. Failure to do so will result in case closure 6/30/08 due to the requirement for timely notice of closure.

Example 3: Client applies on 4/28/08 and does want the minimal benefit for April. He is referred to WoRC on 4/28/08 and negotiates his EP timely, so the benefit start date is 4/28/08. He is required to complete an ICM by 5/28/08. He fails to complete the ICM by that date, however timely notice of closure cannot be given. In this instance June benefits would be issued and the case would be closed 6/30/08.

TEAMS will check to see if any individual is required to complete an ICM and whether or not the ICM is required before TANF benefits can be issued. Refer to the SAPH section of the Sanction Changes attachment, for more details.

If an ICM meeting is required within 30 days of eligibility, a warning message will display on SEPA and two alerts with a due date thirty days in the future (from the date the individual was coded 'IN' or 'DQ' on SEPA and is identified as a work-eligible individual) will be stored on ETAL.

The warning message will state 'TM903233 POA XX HAS 2 OR MORE SANCTIONS – ICM MEETING REQUIRED'.

The alerts will state 'ICM MTG COMPLETE? IF NOT, CLOSE CASE/SEND TIMELY NOTICE' and 'ICM MTG COMPLETE? IF NOT, ADD N TO SAPH ON POA ##'.

Since the start date of the new eligibility period can change, TEAMS will not track the thirty days except the alert with a due date thirty days in the future.

**Policy Note:** If the individual fails to complete the ICM within 30 days of eligibility, the worker must enter an N on SAPH in the COMPLETED column which indicates the ICM was not completed, close the case, and send timely notice of closure.

If an ICM meeting is required prior to TANF benefits being issued (N exists on SAPH), the warning message 'TM903238 WARNING, INTENSIVE CASE MANAGEMENT MEETING NOT COMPLETED' will be displayed on SEPA.

If someone on the case, whose participation code is anything other than OU, is required to complete an ICM meeting prior to eligibility and the indicator on SAPH is marked N - not complete, EXPD will not allow benefits to be authorized for any month. The error message 'TM903234 INELIGIBLE, INTENSIVE CASE MANAGEMENT MEETING NOT COMPLETED' will be displayed.

The ICM meetings will be tracked on the SAPH screen. The ICM meetings will be on the same line as the last sanction served. The Eligibility Case Manager with update authority will be able to update this screen only if they have accessed the screen from SEPA.

The right half of the SAPH screen will be changed to include a completed (Y, N or blank) indicator and a completed date. If a Y completed indicator is entered without a date, the error message 'TM903236 DATE REQUIRED' will display. If an N or blank completed indicator has a date entered, the error message 'TM903237 NO DATE ALLOWED/REQUIRED' will display.

An N in the completed field will prevent a worker from authorizing benefits for any benefit month on or after January 2008, when this person is coded anything but OU on any case. However, any month already authorized will issue.

Example: Client applies on 4/28/08 and requests that benefits start 5/1/08. The 30 day count begins 5/1/08. The ICM was not completed by 5/31/08. Benefits for June have not already issued, however the EP is in place for June. Benefits for June should be authorized before the N is entered on the SAPH screen to prevent July benefits from being issued. Timely notice of closure effective 6/30/08 should be sent and the TANF program closed once it is rolled to July. The N on the SAPH screen will prevent this person from receiving TANF benefits on any case, until the meeting is held and the N on SAPH is changed to a Y.

If a case with an N on SAPH is not closed and it rolls to the next month in rollover processing, an alert message 'TANF DEAUTH, POAXX DID NOT COMPLETE ICM MTG, CLOSE CASE' will be created if it is not deauthorized for another reason first.

**Policy Note:** *The discussion regarding the requirement for an ICM must take place at the initial interview. When an individual is required to complete an ICM within the first 30 days of eligibility, the worker should include this language on the TANF approval notice. If the individual is required to complete an ICM prior to TANF benefits being issued, the worker must send a pending verification notice indicating this is a requirement prior to benefits being issued.*